

Multi-Lingual Testing Information

Maricopa County employees working in departments that participate in the Multi-Lingual Differential Program are eligible to receive an hourly increase based on the impact providing translations has on individual employees. Funding for the program comes from the department's budget allocation and since not all departments participate in the program, employees interested in receiving the differential **must first determine if their department is a program participant**. Not all departments do so and participation is not a requirement. If your department does not participate, then employees are not eligible for the differential.

There are two levels of differential:

Associate's Level is for participating department employees that spend AT LEAST 5% of their time performing oral and/or written translations. The differential for those that qualify is \$.30 per hour.

Journey Level is for participating department employees that spend AT LEAST 25% of their time performing oral and/or written translations. The differential for those that qualify is \$1.00 per hour.

To qualify for either differential, the following steps must be followed:

1. Departmental Participation:
 - a. Determine if your department participates in the program.
2. Determine impact of translations—eligibility for level of differential:
 - a. Complete Multilingual Daily Log Sheet indicating the type and length of the translation service provided that span a 10-day, uninterrupted work period.
 - b. The employee's supervisor MUST certify that the employee did perform the translations services as indicated on the daily log sheets.
 - c. If the employee spends between 5% and 24.9% of the time providing translations, the employee is not required to take the proficiency test. The employee's supervisor should contact the department's Human Resources Liaison to complete the appropriate paperwork to receive the ASSOCIATE'S Level differential.

The departmental Human Resources Liaison will need to fill out a PAF for the employee indicating the employee is eligible for Multi-Lingual Pay at the Associate's level. The effective date needs to be the first Monday of the pay period following the completion, verification and

approval of the 10-day evaluation period by the supervisor. The **summary certification sheet**, found on the daily log sheet, should be attached to the PAF with the supervisor's signature indicating that the employee provides translations for at least 5% of their time at work. The department should keep the 10-day audit sheets for their files.

- d. If the impact is at least 25% (20 or more hours over the 10-day evaluation period) of the employee's time, logged over a 10-day uninterrupted work schedule and certified by the supervisor, the employee is eligible to take the proficiency test.
- e. The 10-day evaluation period worksheets **AND** the supervisor summary certification sheet **MUST** be completed. **THE SUPERVISOR MUST ENROLL THE EMPLOYEE FOR THE TEST BEFORE THE DEADLINE FOR THAT QUARTER.**

3. Test sign up for eligible employees:

- a. The **SUPERVISOR** should contact Angelita (Angie) Hernandez via e-mail (hernandez002@mail.maricopa.gov) **BY THE SIGN-UP DATE FOR THAT QUARTER'S TEST** to be placed on the test list.
- b. Forward copies of the supervisor-certified daily and summary sheets, found in the Daily Log Sheets to Angie Hernandez.
- c. The employee's supervisor will be notified if an audit of the time does meet the 25% requirement.
- d. Employees **NOT** meeting the 25% requirement will not be allowed to test.

4. Sign-Up, Test and Notification Schedule---2007

	Last Sign-Up Date	Test Date	Score Test By	Notify Takers by
4th Quarter	January 8, 2007	January 17, 2007	January 24, 2007	January 31, 2007
1st Quarter	April 2, 2007	April 11, 2007	April 18, 2007	April 25, 2007
2nd Quarter	July 2, 2007	July 11, 2007	July 18, 2007	July 25, 2007
3rd Quarter	October 1, 2007	October 10, 2007	October 17, 2007	October 24, 2007
4th Quarter	January 7, 2008	January 16, 2008	January 23, 2008	January 30, 2008

5. Parking: Parking for Maricopa County employees signed up to take the Multi-Lingual test who do not regularly work/park in the downtown area is provided at the 6th Avenue parking lot (open lot) located between 5th and 6th Avenues off Jefferson.
6. At the Test:
 - a. The test is scheduled to last two (2) hours.
 - b. Employees will be required to show their County identification
 - c. Test takers should bring at least two # 2 pencils to the test. Pens are allowed but answers need to be legible. Answers **NOT** legible or marked in such a way that the test taker's intended answer is unclear will be scored as incorrect.
7. Late Arrivals:
 - a. Late arrivals will be allowed to begin the test UP TO 15 minutes after the start time.
 - b. Test takers arriving more than 15 minutes after the scheduled start time **will not** be seated and may schedule themselves for the next test. Paperwork submitted for this test can be used for the next test. See SIGN-UP above.
8. Test Scoring:
 - a. A passing score is 70% or more.
 - b. Tests will be scored no later than seven (7) days following the test.
 - c. Test takers—or their supervisor--will be advised by e-mail that they passed or failed the exam no later than a week following the day of the test.
 - d. Test takers will be advised of their score but WILL NOT be told the specific questions answered correctly or incorrectly.
9. Certification of Accomplishment:
 - a. Employee Compensation will advise the department's Personnel Liaison that the employee(s) is/are eligible for the \$1.00 per hour differential. A **Certification of Accomplishment** will be sent to the department's Personnel Liaison.

- b. The department's Personnel Liaison is responsible to complete and forward a PAF indicating the employee is eligible for the Multi-Lingual pay at the Journey level. A copy of the Certification of Accomplishment should be attached to the PAF.

10. Application of Differential:

- a. The earliest eligible date for receiving the Journey level Multi-Lingual differential IS THE FIRST PAY PERIOD FOLLOWING THE DAY THE TEST WAS ADMINISTERED.

11. Re-Testing:

- a. Test takers scoring 69% or less CAN request placement on the next quarter's exam schedule by notifying Ms. Hernandez in writing no later than the **LAST SIGN-UP DATE** found on the attached schedule.
- b. **IT IS THE EMPLOYEE'S RESPONSIBILITY TO SIGN UP FOR THE NEXT TEST. EMPLOYEES FAILING THE TEST WILL NOT AUTOMATICALLY BE RESCHEDULED AND EMPLOYEES NOT MEETING THE SCHEDULED SIGN-UP TIME-FRAMES WILL NOT BE ALLOWED TO TEST.**
- c. The initially submitted supervisor's Certification of Translation Time Summary Worksheet will be valid for **only** the next test period following the initial submission.
- d. An applicant failing the exam in two consecutive attempts will not be eligible to take the exam for six months and will be required to begin the process again by submitting all new paperwork—including the time-monitoring worksheets—and complying with all time-frames and requirements in place at that time.